

IDENTIFYING  
CONFLICT

# CONFLICT RESOLUTION Part 1

Course Dates: 12/10/06,  
2/27/07, & 5/24/07

**Time:**

9:00 a.m.—4:30 p.m.

**Location:**

County Government Center  
1055 Monterey Street  
Rooms 161 & 162, 1st Floor  
San Luis Obispo

**Facilitator:**

Lorraine Fox, PhD, CCCW  
U.C. Davis

**Cost:**

No registration fee to County  
employees.  
Non-County Employees  
\$150.00

Do you find that you...

- \* Have communication challenges in the workplace?
- \* Would like to understand sources and solutions for conflict resolution in your workplace?

We will explore how to identify what conflict really is, the source of it, and how to reach positive outcomes.

- Identify what conflict really is
- What are the sources of conflict?
- Understand the real issues
- Stay focused and avoid smoke screens
- Alleviate defensive behavior

The EU has partnered up two different agencies to make a great set of classes, which build upon one another. If you take this course, you may wish to also register for the Conflict Resolution classes on January 4th & 11th. They will be half days (8-Noon) and will include more hands-on tools to be used when communicating and solving conflict.

See the separate flyer, Communication & Conflict Resolution Part 2, for details.

**REGISTER NOW!**  
Limited space available.

Email: All reservations are to be made through the Employee University email address.

[EmployeeUniversity@co.slo.ca.us](mailto:EmployeeUniversity@co.slo.ca.us)

**CANCELLATION POLICY:**

If you need to cancel your registration for an E.U. Class, please do so via email two weeks prior to the class date to avoid the \$50.00 cancellation fee.

If you can find an employee in your department to take your place, email the change in attendees and the cancellation fee will be waived.

